

GREETINGS FROM GUILFORD COUNTY TRANSPORTATION AND MOBILITY SERVICES...

In an effort to keep those that we serve informed, we have developed an agency email distribution list. My goal is to use this as a tool to let you know of significant service improvements, happenings within the department, and system delays or service changes. We all get inundated with emails, so I will try to limit distribution of news monthly or quarterly. If we have system delays, weather or otherwise, I plan to use this method to give you notice. Note that we will continue to post changes due to weather on the county's web site and with WFMY and Fox 8. Below are our first three news items:

Passenger and Agency Satisfaction Survey

Guilford County will be conducting a transportation satisfaction survey during the month of March. The survey is being conducted by Insight Research. We will be randomly surveying approximately 1,000 passengers and caregivers. We have also developed a survey for agencies. They should be arriving by mail within the next few weeks. Please take the time to complete and return it.

MV Transportation adds Road Supervisor to its staff

MV Transportation has added a Road Supervisor position to their staff. Elisha Stokes, a senior driver, has been assigned to the position. Ms. Stokes will provide on the road supervision to drivers and be a point of contact in the field with agencies. Additionally, beginning with the next class of drivers, she will take all the cadets around to many of the locations we serve to familiarize them with their location and layout. The county is pleased with the addition of the Road Supervision position and believes that it will continue to improve communications and service.

Coordinated Human Services Planning Workshop

Attached is a flier concerning an all day workshop that is part of the grant application for Job Access Reserve Commute and New Freedom funding through the Federal Transit Administration. The city and county are working together to make approximately \$600,000 available to our community. The workshop will focus on filling gaps in employment transportation and improving mobility for persons with disabilities. Please feel free to post the flier in your agency and pass it along to any one that might be interested in attending

Mark E. Kirstner, Transportation Director

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